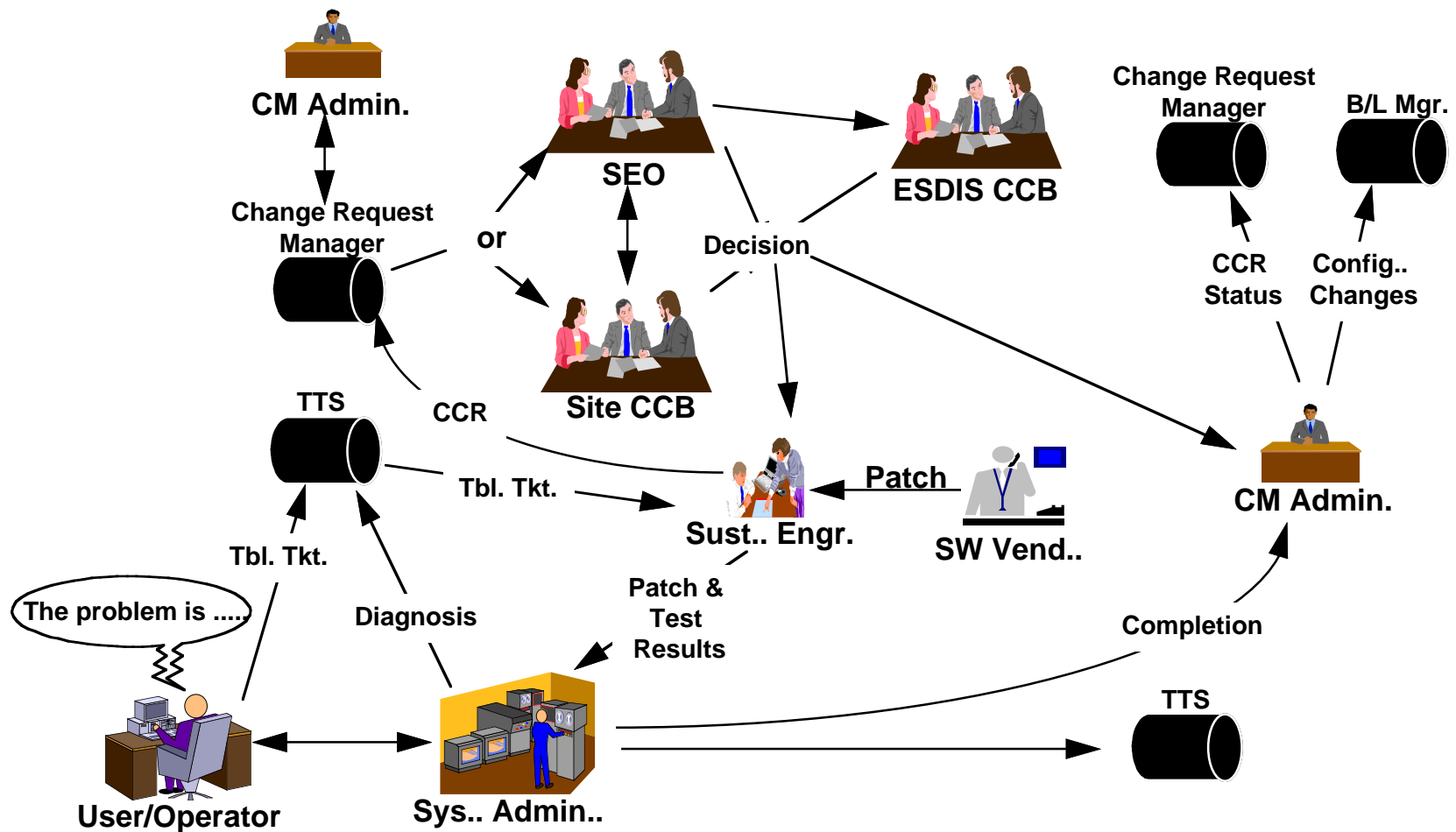# COTS SW Problem Scenario

COTS SW Problem Scenario

(Subsystem: Involved: MSS)

Operator/User	System
Operator reports problem as a Trouble Ticket	Operator Trouble Ticket recorded
Sys. Admin. diagnoses the problem as a failure in the COTS SW, records diagnosis in the Trouble Ticket, forwards Trouble Ticket to the Sust. Engr.	Trouble Ticket updated with diagnosis
Sust. Engr. reports problem to SW manufacturer Help Desk, obtains patch (if available), and records vendor-provided solution in Trouble Ticket. Note: If vendor does not have a patch for the problem, it will either 1) develop a patch (if urgent) or 2) correct the problem in a subsequent release (most likely case).	Solution recorded in the Trouble Ticket
Sust. Engr. prepares CCR to obtain approval to apply the patch.	CCR generated in CR Mgr.
Upon receipt of CCB approval, Sust. Engr. tests patch, verifies that it corrects the problem and is compatible, and forwards test results and patch to the Sys. Admin.	CCB approval recorded in CR Mgr.
Sys. Admin. installs the patch, records action taken on the Trouble Ticket, records completion on the CCR, and routes CCR to the CM Admin.	Action taken recorded on Trouble Ticket Install recorded on the CCR
CM Admin. updates site baseline and closes CCR.	Site baseline updated in B/L Mgr. CCR closed
SEO evaluates whether patch should be applied at other sites. If so, SEO generates new CCR for site review and ESDIS approval	